

18 FEBRUARY 1997



Information Management

ELECTRONIC MAIL (E-MAIL) POLICY

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Pages: 5

Distribution: F;X, HQ AMC\SC..1

This instruction establishes the policy for and provides guidance on the administration and management of e-mail on the Andrews Office Network (AON). It outlines responsibilities and provides information and policy for all e-mail users, organizational computer managers (OCMs), the Base Network Control Center (BNCC), and 89 CS/SCBA. It also implements the policies established in AFD 37-1, *Air Force Information Management*, AFD 33-2, *C-4 Systems Security*, AFMAN 37-123, Chapter 7, *Managing Electronic Records*, and AFMAN 37-126, *Preparing Official Communications*.

1. General. Air Force e-mail capability is provided for the conduct of official Air Force business and authorized use. The e-mail is also subject to monitoring for communications security and abuse. Official use means that the e-mail communication furthers the Air Force mission. Authorized use means that the e-mail communication is permitted and is not unlawful. Use of the e-mail system constitutes consent to such monitoring. OCMs must ensure users read this entire instruction before assigning passwords and granting access. Supervisors should become familiar with this instruction and periodically brief subordinates of their responsibilities in addition to initial work center in-processing.

2. Terms Defined. E-mail is divided into two categories: organizational and individual. The difference between them is organizationally addressed e-mail must be sent in proper correspondence format while individual e-mail does not. Official correspondence must be archived and retrievable.

2.1. Individual E-mail. Individual e-mail messages do not follow any specific format, nor do they commit or direct an organization.

2.1.1. A signature element is not required on individual e-mail. The AON automatically generates sender identification (IAW AFMAN 37-126, Chapter 8, para 8.2.4.3).

2.1.2. Communications between individuals engaged in developing policies, recommending decisions, and providing information or recommendations to be used in developing such policies or decisions may be transmitted using individual mailboxes. However, any final documents contain-

ing policies, decisions, or final recommendations on policies or decisions must be transmitted using organizational mail accounts.

2.2. Organizational E-mail. Organizational e-mail may require internal coordination, therefore secretaries, executive officers, and other personnel may need access to the organizational account and password.

2.2.1. Organizational e-mail must be sent in proper correspondence format.

2.2.2. Organizational e-mail will contain a complete signature element clearly indicating who sent the communication, the term "signed," and the authority line, if appropriate. Refer to AFMAN 37-126, Chapter 8, para 8.5. for specific guidance. E-mail recipients within the chain of command will consider correspondence and documents received via e-mail as authoritative when a signature element is indicated.

2.2.3. Check organizational accounts for new mail at the beginning and end of each duty day as a minimum.

2.2.4. The base telecommunications center (TCC) forwards unclassified Automatic Digital Network (AUTODIN) priority and info immediate messages to organizational e-mail accounts. The TCC will not call addressees when info immediate and priority precedence messages are sent to organizational e-mail accounts.

3. Responsibilities. Over the last 10 years, e-mail has evolved from an unofficial and lightly used capability into an indispensable administrative, decision support, and even command and control system. As such, the responsibilities associated with e-mail have increased. Use e-mail in a responsible manner and within all applicable policies and directives. Use e-mail to reduce paper consumption and make communications more efficient.

3.1. E-mail Storage:

3.1.1. Do not use the e-mail inbox or folders for permanent storage of e-mail and attachments. To preserve space on the e-mail servers, save or archive e-mail messages and attachments to your local hard drive or floppy disk and delete from the e-mail inbox or folder.

3.1.2. Individual e-mail accounts are limited to 10 megabytes file size and organizational accounts are limited to 15 megabytes file size. The BNCC will check file sizes monthly and notify users and their OCMs who exceed those limits. Users have 10 duty days to reduce their file size to authorized limits; if not accomplished within that time frame, the BNCC will reduce the file by deleting the oldest messages until the authorized file size is achieved.

3.1.3. The BNCC will delete all unread e-mail over 45 days old. If you expect temporary duty or other absence for more than 45 days, notify the BNCC help desk via e-mail of your projected departure and return dates. The BNCC will hold your messages for the duration of your absence plus 10 additional days. If you return earlier than projected, ensure you notify the BNCC.

3.2. Getting Help. The OCMs are the first line of help and service to e-mail users. Contact your OCM prior to contacting the BNCC help desk for assistance. Do not call or e-mail AON system administrators or computer maintainers directly for assistance.

3.3. Use e-mail and the AON infrastructure as an alternative to traditional hand-carry coordination processes. Staffing/coordination actions can be accomplished via e-mail, reducing printing time and associated costs. Printing should occur only at the signature/action level.

3.4. Use e-mail as an alternative to the AUTODIN whenever feasible.

3.5. Use the official chain of command when addressing e-mail to senior officers.

3.6. Use discretion when sending sensitive information such as privacy act or FOUO material. *Classified material is not authorized on the AON.*

3.7. E-mail Retention. E-mail messages that contain information serving as adequate and proper documentation of an organization's functions, policies, decisions, procedures, and transactions are categorized as federal records and must be retained in the same manner as paper documentation. If the e-mail fails to meet this criteria, then it does not require records management and should be deleted as soon as practical. E-mail should be retained if it:

3.7.1. Contains information developed in preparation of position papers, reports, or studies

3.7.2. Reflects official actions taken in the course of conducting agency business

3.7.3. Conveys statements of policy or the rationale for official decisions or actions.

3.7.4. Documents oral exchanges during which policy or agency activities were discussed or formulated.

4. E-mail Procedures. Message content must be in the interest of the 89 AW or the Air Force and be unclassified. Minimize non-official mail which, if sent, will be confined to subjects relating to government business.

4.1. Authorized Use of E-mail. CSAF Msg, 221648Z Jan 97, "Rules of the Road for E-mail," states that authorized use of the e-mail system means that the e-mail user's supervisor (a commissioned officer or civilian in the grade of GS-11 or above) IAW theater CINC and MAJCOM policies, permit personal communications as long as the message does not violate any of the following limitations.

4.1.1. Does not adversely affect the employee's performance of duties, is of reasonable duration and frequency, and is made during the member's personal time (non-duty hours).

4.1.2. Serves a legitimate public interest (i.e., improving morale, enhancing professional skills, furthering education, etc.)

4.1.3. Does not adversely reflect on the Air Force (i.e., uses that involve pornography, chain letters, solicitation, improper handling of classified information, or any use that is incompatible with public service or Air Force policy).

4.1.4. Does not overburden the communications systems and does not create significant additional cost to the Air Force.

4.2. Unauthorized E-mail. E-mail not related to Air Force business is unauthorized and is strictly prohibited. Examples of unauthorized e-mail includes but not limited to chain letters, personal items for sale, sexually explicit information, personal surveys, or "car lights left on messages." Violators will be referred to their commander who will administer some form of administrative or nonjudicial action. Additionally, e-mail accounts of repeat violators will be deleted. Once deleted from the system, the individual's commander must request reinstatement by letter to the 89 CS/CC.

4.3. Quasi-Official Mail. Quasi-official communications contain information that directly relates to or impacts the mission of a function or unit but not the mission of the 89 AW. Transmission of quasi-official mail to ALL LAN CUSTOMERS is not authorized. This information (i.e., First Sergeant, CGOC, Top 3, meeting minutes, promotion ceremonies, etc.) will only be disseminated through a personal address routing designator (individual mailbox), base intranet, base bulletin or the Capital Flyer. Precautions should be taken to ensure that the information does not overburden the system, create any additional expense, and does not reflect adversely on the Air Force. Such communication will be monitored in accordance with paragraph 1. herein.

4.4. Termination of E-mail Account. Contact the BNCC not earlier than 14 days and not later than 2 days prior to departure due to separation, retirement, or PCS from Andrews AFB. Units will include the BNCC help desk on their unit out-processing checklist. The BNCC will delete the individual from the LAN not later than 5 duty days after the projected departure. Requests to retain e-mail accounts of departed people past this time will be made in writing to 89 CS/SCBN with justification.

4.5. Internet Mail. The internet will only be used for Air Force official business. The use of the internet for personal messages is strictly prohibited. Use discretion when giving out your military internet e-mail address. Notify those who send you personal e-mail or “junk mail” to discontinue doing so immediately.

4.5.1. LISTSERVs. LISTSERVs are subscription lists of internet e-mail addresses pertaining to various subjects. Subscribers often receive large volumes of e-mail addressed to the list. Do not subscribe to LISTSERVs using your military internet address without specific permission from the BNCC.

5. “All AAFB LAN CUSTOMERS” Addresses. The e-mail address ALL AAFB LAN CUSTOMERS designator is not authorized for general use. Use of the “ALL AAFB LAN” address for transmission of official information is restricted to group, deputy group and squadron commanders, 89 AW/CCE/CCEA/CCC/CP/XP, law enforcement desk, base bulletin, and the BNCC. The following examples are the types of messages that would be approved for dissemination: exercise CAT COMS, base bulletin, BNCC tip of the week, e-mail downtime notices, severe weather/emergency notices, etc. Squadron commanders are encouraged to establish internal review procedures for the release of ALL AAFB LAN CUSTOMERS messages from their organization. Users should establish a separate routing designator or personal address group to disseminate quasi-official information. Do not send attachments to ALL AAFB LAN CUSTOMERS; paste the information from the attachment directly into the e-mail body. This saves valuable e-mail server space.

5.1. Personal Address Lists. Use personal address lists as an alternative to sending to ALL AAFB LAN CUSTOMERS. Establish a separate routing designator or address group in your personal address list to disseminate messages not requiring distribution throughout the base. Target your address list to those directly affected by your message; for example, commander’s calls, meetings, etc. Contact the BNCC help desk for assistance on establishing a personal address list or indicator.

6. Security. If your e-mail mailbox is stored on your local drive and not on an AON server it is your responsibility to backup the data, this includes individual and organizational accounts.

6.1. Passwords are equivalent to signatures. Do not write passwords in conspicuous places (i.e., place mats, bottom of phones, Rolodex, etc.), memorize them. Change passwords to your e-mail and

domain accounts every 90 days. Do not share your password with anyone, everyone should have their own account. Passwords for organizational accounts may be shared on a need-to-know basis.

6.2. Account lock-out. When attempting to log onto e-mail, you will be given three attempts to correctly input your password. The third successive failure will result in a "lock-out" of the account and will require the assistance of the BNCC help desk to unlock your account.

6.3. While e-mail messages themselves cannot contain viruses, e-mail attachments can. Do not open attachments from unknown sources.

6.4. Individuals must accomplish security training prior to issue of passwords for AON and e-mail. New computer users must pass the Air Force Safeware computer-based training course prior to issue of passwords. Refresher training is required for all users on an annual basis. Contact your OCM or security manager for details on enrolling in this course.

7. Privacy Act Considerations. Information that can be retrieved by a name or personal identifier (SSAN, employee number, home address, etc.) must be safeguarded IAW AFI 37-132, Air Force Records Management Program, and listed on the file plan.

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